

## Summary of the Annual Survey of Certified Provider Information 2002

Below is a summary of a survey conducted by the Office of Child Care. The summary includes information from 71 counties and 7 tribes. The 2002 survey information was based on statistics as of December 31, 2001. The 1999 information collection date was 4/1/99.

Type of providers	1999*	2000	2001	Change from 2000
Provisional	1185	1167	1441	23.48%
Regular	3795	3933	4092	4.04%
<b>Total</b>	4980	5200	5533	6.40%

\*info missing from two agencies

Certifying agencies sent out appx. 7000 applications to interested providers. 1457 new homes were certified and 1166 providers left the program in 2001. Below are the most common reasons for providers leaving the program:

Left the child care field – 44%  
 Revoked – 21%  
 Other – 15%

Became licensed – 10%  
 Moved to another county – 6%  
 Became unregulated – 4%

As of 12/31/01, there were 23 school age sites certified, five more than in 2000.

### Number of home visits agencies completed to certified homes within a 2-year certification period

Frequency of visits	1999		2000		2001	
Once every two years	29	37%	26	33%	24	31%
Twice	29	37%	35	45%	37	48%
>2	15	19%	17	22%	16	21%
No info reported	5	6%	0		0	
<b>Total</b>	78	100%	78	100%	77	100%

### Provider Training

According to the survey, the most common place of provider training source was the Technical College system, the second correspondence courses, and third Child Care Resource and Referral Agency.

## Continuing education

According to the certification rules, the certifying agencies may require regularly certified providers to complete up to 5 hours of continuing education each year. The number of agencies having this requirement remained the same from the previous year.

	1999		2000		2001	
Yes	20	26%	31	40%	31	40%
No	51	65%	47	60%	47	60%
No info reported	7	9%	0	0%	0	0%
<b>Total</b>	78	100%	78	100%	78	100%

## Safe Child Care

The following information shows how the Safe Child Care funds were used throughout the state:

- 24% Increased the number of site visits to certified providers to ensure a healthy and safe environment.
- 24% Purchased services, equipment or materials to help improve health, safety and developmental programming in certified child care settings.
- 23% Provided technical assistance, training and/or information to certified providers.
- 18.5% Covered costs related to meeting certification standards.
- 10.5% Added the funds to the administrative dollars used for the certification program.

Three counties/tribes did not use these funds.

## Information on agencies charging fees for certification and background checks:

Type of fee	2000		2001	
Certification fee	24	30.77%	26	33.33%
Background check fee	12	15.38%	8	10.26%
Cert & BC fee	12	15.38%	14	17.95%
No fees	30	38.46%	30	38.46%
<b>Total</b>	78	100.00%	78	100.00%

## Denials/Revocations and refusals to renew:

Number of providers in 2001 whose certification was denied, revoked or refused to renew due to:

	<u>2000</u>	<u>2001</u>
Caregiver Law	205	104
DWD 55 – Certification rules	268	155
Administrative hearings held	27	33
Rehabilitation Reviews held	58	24

**Complaints received by counties/tribes on certified providers:**

	<u><b>2000</b></u>	<u><b>2001</b></u>
Reported no complaints	24.5%	27%
Reported complaints	75.5%	73%
Total number of complaints	425	371
Number substantiated	136 (32%)	110 (29%)

**Certification Staff Training**

During 2001, the introductory certification training was revised and updated. A round of certification training events were completed at four sites; Milwaukee, Madison, Hayward and Mosinee. Ninety-nine people attended the events statewide. The Office of Child Care offered Certification round table meetings in all 5 DHFS regions in 2001.

According to the 2001 survey:

83% of certification staff has taken the initial training, (up from 68% in 2000).

77% of certifying agencies have sent at least one staff member to the certification round table meetings.

